

Safety Attribute Inspection (SAI) Data Collection Tool

5.1.5 Station Facilities (OP)

ELEMENT SUMMARY INFORMATION

Purpose of this Element (certificate holder's responsibility):

- To ensure adequate Station Facilities for its operations.

Objective (FAA oversight):

- To determine if the certificate holder's Station Facilities process meets all applicable requirements of Title 14 of the Code of Federal Regulations (14 CFR) and FAA policies.
- To determine if the certificate holder's Station Facilities process incorporates the safety attributes.
- To identify any shortfalls in the certificate holder's Station Facilities process.

Specific Instructions:

- Intentionally left blank

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirements (SRRs):

- SRRs:
 - 119.43(b)
 - 119.43(b)(1)
 - 119.43(b)(2)
 - 119.43(c)
 - 121.105
 - 121.106
 - 121.117(a)
 - 121.123
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(3)
 - 121.93(a)(1)
 - 121.93(a)(2)
 - 121.97(a)
 - B.050Authorized En Route Operations, Limitations

Related CFRs & FAA Policy/Guidance:

- Related CFRs:
 - Intentionally left blank
- FAA Policy/Guidance:
 - FAA Order 8900.1, Volume 3, Chapter 32

SAI Section 1 - Procedures Attribute

Objective: Procedures, instructions, and information are documented methods for accomplishing a process. The certificate holder's policies should establish their compliance posture. Policies may be stand-alone statements, or they may be imbedded within procedures, instructions, or information regarding a particular regulatory requirement. The questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder has documented or prescribed methods of accomplishing the process requirements that provide answers to the associated questions regarding who, what, when, where, and how. This section contains policy questions, procedural questions, and instructional or informational questions pertaining to various types of certificate holder requirements such as actions, prohibitions, or resources (i.e., personnel, facilities, equipment, technical data, etc.).

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the information listed in the Supplemental Information section of this DCT.
2.	Review the duties and responsibilities for management and other personnel identified by the certificate holder who accomplish the Station Facilities process.
3.	Review the certificate holder's Station Facilities process to ensure it contains the policies, procedures, instructions and information necessary for personnel to perform their duties and responsibilities with a high degree of safety.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's Station Facilities process meet the specific regulatory and FAA policy requirements:	
1.1.	When seeking route approval for conducting domestic or flag operations, does the certificate holder's system include instructions and information necessary to show that: SRRs: 121.93(a)(1); 121.93(a)(2); 121.135(a)(1)	
1.1.1	It is able to conduct satisfactorily scheduled operations between each regular, provisional, and refueling airport over that route or route segment? SRRs: 121.93(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.1.2	Facilities and services required by 14 CFR part 121, sections 121.97 through 121.107 are available and adequate for the proposed operation? SRRs: 121.93(a)(2) <i>Related Design JTIs:</i> 1. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations and seeking route approval shows that the facilities and services required by Sections 121.97 through 121.107 are available and adequate for the proposed operation. <i>Sources:</i> 121.135(a)(1); 121.93(a)(2) <i>Interfaces:</i> 1.2.1(AW); 1.2.3(AW); 1.3.3(AW); 1.3.5(AW); 1.3.7(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW); 1.3.21(AW); 1.3.22(AW); 3.1.7(OP); 3.1.8(OP); 3.1.9(OP); 3.1.11(OP); 3.1.12(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.6(OP);	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

	<p>5.1.8(AW); 5.1.8(OP)</p> <p>2. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations and seeking route approval shows that the facilities and services required by Sections 121.97 through 121.107 are available and adequate for the proposed operation.</p> <p><i>Sources:</i> 121.135(a)(1); 121.93(a)(2)</p> <p><i>Interfaces:</i> 1.2.1(AW); 1.2.3(AW); 1.3.3(AW); 1.3.5(AW); 1.3.7(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW); 1.3.21(AW); 1.3.22(AW); 3.1.7(OP); 3.1.8(OP); 3.1.9(OP); 3.1.11(OP); 3.1.12(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.6(OP); 5.1.8(AW); 5.1.8(OP)</p>	
1.2.	<p>Does the system of the certificate holder conducting domestic or flag operations and seeking a route approval contain instructions and information necessary to show that each route submitted for approval must have enough airports that are properly equipped and adequate for the proposed operation, considering such items as size, surface, obstructions, facilities, public protection, lighting, navigational and communications aids, and ATC?</p> <p><i>SRRs:</i> 121.97(a); 121.135(a)(1)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> 1. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering size. <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 1.3.18(AW); 3.1.1(OP); 3.1.7(OP); 3.1.9(OP); 3.2.1(OP); 4.2.3(OP); 4.2.11(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</p> <ol style="list-style-type: none"> 2. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering surface. <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 3.1.9(OP); 3.2.1(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</p> <ol style="list-style-type: none"> 3. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering obstructions. <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 3.1.9(OP); 3.2.1(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</p> <ol style="list-style-type: none"> 4. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering facilities. <p><i>Sources:</i> 121.135(a)(1); 121.97(a)</p> <p><i>Interfaces:</i> 1.2.1(AW); 1.2.3(AW); 1.3.3(AW); 1.3.5(AW); 1.3.7(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW); 1.3.21(AW); 1.3.22(AW); 3.1.7(OP); 3.1.8(OP); 3.1.9(OP); 3.1.11(OP); 3.1.12(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.6(OP);</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p>

	<p>5.1.8(AW); 5.1.8(OP)</p> <p>5. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering public protection. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 3.1.1(OP); 3.1.7(OP); 3.1.9(OP); 3.1.12(OP); 5.1.1(AW); 5.1.6(OP); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>6. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering lighting. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 3.1.1(OP); 3.1.7(OP); 5.1.1(AW); 5.1.6(OP); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>7. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering navigational and communications aids. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 5.1.1(AW); 5.1.3(AW); 5.1.6(OP); 5.1.7(OP)</p> <p>8. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting domestic operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering ATC. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 5.1.1(AW); 5.1.3(AW); 5.1.6(OP); 5.1.7(OP)</p> <p>9. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering size. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 1.3.18(AW); 3.1.1(OP); 3.1.7(OP); 3.1.9(OP); 3.2.1(OP); 4.2.3(OP); 4.2.5(OP); 4.2.11(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</p> <p>10. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering surface. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 3.1.9(OP); 3.2.1(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</p> <p>11. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering obstructions. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 3.1.9(OP); 3.2.1(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP)</p>	
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	<p>12. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering facilities. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 1.2.1(AW); 1.2.3(AW); 1.3.3(AW); 1.3.5(AW); 1.3.7(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW); 1.3.21(AW); 1.3.22(AW); 3.1.7(OP); 3.1.8(OP); 3.1.9(OP); 3.1.11(OP); 3.1.12(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.6(OP); 5.1.8(AW); 5.1.8(OP)</p> <p>13. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering public protection. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 3.1.1(OP); 3.1.7(OP); 3.1.9(OP); 3.1.12(OP); 5.1.1(AW); 5.1.6(OP); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>14. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering lighting. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 3.1.1(OP); 3.1.7(OP); 5.1.1(AW); 5.1.6(OP); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>15. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering navigational and communications aids. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 5.1.1(AW); 5.1.3(AW); 5.1.6(OP); 5.1.7(OP)</p> <p>16. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting flag operations shows that each route it submits for approval has enough airports that are properly equipped and adequate for the proposed operation, considering ATC. <i>Sources:</i> 121.135(a)(1); 121.97(a) <i>Interfaces:</i> 5.1.1(AW); 5.1.3(AW); 5.1.6(OP); 5.1.7(OP)</p>	
1.3.	When conducting domestic or flag operations, does the certificate holder's system include instructions and information necessary to show that: SRRs: 121.105; 121.135(a)(1)	
1.3.1	Competent personnel are available at such points along the certificate holder's route as are necessary for the proper servicing of airplanes and auxiliary equipment? SRRs: 121.105	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.3.2	Adequate facilities are available at such points along the certificate holder's route as are necessary for the proper servicing of airplanes and auxiliary equipment?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

	SRRs: 121.105	
1.3.3	<p>Adequate equipment is available at such points along the certificate holder's route as are necessary for the proper servicing of airplanes and auxiliary equipment?</p> <p>SRRs: 121.105</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.4.	<p>When conducting supplemental operations, does the certificate holder specify that the airports must be properly equipped and adequate for the proposed operation, considering such items as size, surface, obstructions, facilities, public protection, lighting, navigational and communications aids, and ATC?</p> <p>SRRs: 121.117(a)</p> <p><i>Related Design JTIs:</i></p> <ol style="list-style-type: none"> 1. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering size. <i>Sources:</i> 121.117(a); 121.135(a)(1) <i>Interfaces:</i> 1.3.18(AW); 3.1.1(OP); 3.1.7(OP); 3.1.9(OP); 3.2.1(OP); 4.2.3(OP); 4.2.11(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP) 2. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering surface. <i>Sources:</i> 121.117(a); 121.135(a)(1) <i>Interfaces:</i> 3.1.9(OP); 3.2.1(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP) 3. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering obstructions. <i>Sources:</i> 121.117(a); 121.135(a)(1) <i>Interfaces:</i> 3.1.9(OP); 3.2.1(OP); 5.1.1(AW); 5.1.6(OP); 7.2.1(OP) 4. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering facilities. <i>Sources:</i> 121.117(a); 121.135(a)(1) <i>Interfaces:</i> 1.2.1(AW); 1.2.3(AW); 1.3.3(AW); 1.3.5(AW); 1.3.7(AW); 1.3.16(AW); 1.3.17(AW); 1.3.18(AW); 1.3.21(AW); 1.3.22(AW); 3.1.7(OP); 3.1.8(OP); 3.1.9(OP); 3.1.11(OP); 3.1.12(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.6(OP); 5.1.8(AW); 5.1.8(OP) 5. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering public protection. <i>Sources:</i> 121.117(a); 121.135(a)(1) <i>Interfaces:</i> 3.1.1(OP); 3.1.7(OP); 3.1.9(OP); 3.1.12(OP); 5.1.1(AW); 5.1.6(OP); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP) 6. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering lighting. <i>Sources:</i> 121.117(a); 121.135(a)(1) 	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

	<p><i>Interfaces:</i> 3.1.1(OP); 3.1.7(OP); 5.1.1(AW); 5.1.6(OP); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>7. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering navigational and communications aids. <i>Sources:</i> 121.117(a); 121.135(a)(1)</p> <p><i>Interfaces:</i> 5.1.1(AW); 5.1.3(AW); 5.1.6(OP); 5.1.7(OP)</p> <p>8. Check that the Certificate Holder's manual contains instructions specifying how the Certificate Holder conducting supplemental operations will use only airports that are properly equipped and adequate for the proposed operation, considering ATC. <i>Sources:</i> 121.117(a); 121.135(a)(1) <i>Interfaces:</i> 5.1.1(AW); 5.1.3(AW); 5.1.6(OP); 5.1.7(OP)</p>	
1.5.	When conducting supplemental operations, does the certificate holder's system include instructions and information necessary to show that: SRRs: 121.123; 121.135(a)(1)	
1.5.1	Competent personnel are available for the proper servicing of aircraft and auxiliary equipment?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.5.2	Adequate facilities are available for the proper servicing of aircraft and auxiliary equipment?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.5.3	Adequate equipment is available for the proper servicing of aircraft and auxiliary equipment?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.6.	Does the certificate holder's manual contain the required references to or excerpts from the operations specifications listed in the Supplemental Information section of this safety attribute inspection (SAI)? SRRs: 119.43(b); B.050Authorized En Route Operations, Limitations	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.	If the certificate holder's manual includes excerpts from its operations specifications, are the excerpts clearly identified as part of the operations specifications? SRRs: 119.43(b)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.8.	Does the certificate holder's manual require compliance with operations specifications listed in the Supplemental Information section of this safety attribute inspection (SAI)? SRRs: 119.43(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.9.	Does the certificate holder's Station Facilities process contain a method for keeping all persons engaged in its operations informed of the provisions of operations specifications listed in the Supplemental Information section of this safety attribute inspection (SAI)? SRRs: 119.43(c)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.	Does the certificate holder's Station Facilities process comply with the guidance contained in FAA Order 8900.1, Volume 3 Chapter 32 Section 1? <i>Related Design JTIs:</i> 1. Check that the Certificate Holder's manual contains a general policy	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<p>that requires necessary information be available for line station operations of ramp areas including markings, signs, signaling devices, lighting, and blast fences.</p> <p><i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.7(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
2.	<p>Check that the Certificate Holder's manual contains a general policy that requires necessary information be available for line station operations of ramp facilities.</p> <p><i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.7(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
3.	<p>Check that the Certificate Holder's manual contains a general policy that requires necessary information be available for line station operations of equipment, such as passenger and cargo deplaning and enplaning equipment (towing, refueling, catering, and ground power equipment).</p> <p><i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.2.1(OP)</p>	
4.	<p>Check that the Certificate Holder's manual contains a general policy that requires necessary information be available for line station operations of crewmember meeting areas, facilities for crewmember flight planning (preparation for flight), and post-flight activities.</p> <p><i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.2.6(OP); 5.1.1(AW); 6.1.1(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
5.	<p>Check that the Certificate Holder's manual contains a general policy that requires necessary information be available for line station operations of ground station personnel work areas and facilities, communications equipment, and administrative support.</p> <p><i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
6.	<p>Check that the Certificate Holder's manual contains instructions for line station operations of ramp areas including markings, signs, signaling devices, lighting, and blast fences.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212</p>	

	<p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.7(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
	<p>7. Check that the Certificate Holder's manual contains instructions for the operation of line station ramp facilities.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.7(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
	<p>8. Check that the Certificate Holder's manual contains instructions for the operation of line station equipment, such as passenger and cargo deplaning and enplaning equipment (towing, refueling, catering, and ground power equipment).</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.2.1(OP)</p>	
	<p>9. Check that the Certificate Holder's manual contains instructions for the operation of line station crewmember meeting areas, facilities for crewmember flight planning (preparation for flight), and post-flight activities.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.2.6(OP); 5.1.1(AW); 6.1.1(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
	<p>10. Check that the Certificate Holder's manual contains instructions for the operation of line station ground station personnel work areas and facilities, communications equipment, and administrative support.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
	<p>11. Check that the Certificate Holder's GOM contains a general policy defining the duties and responsibilities of line station supervisory personnel including the following: ground station operations personnel, passenger handling agents, cargo and baggage handling personnel, and aircraft servicing personnel (when not addressed in the GMM).</p> <p><i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.5(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.1(AW); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.2.1(OP)</p>	
	<p>12. Check that the Certificate Holder's GOM and GMM contain a general policy concerning ramp operations, servicing and maintaining of aircraft</p>	

	<p>during line station operations.</p> <p><i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.1.1(AW); 1.1.2(AW); 1.1.2(OP); 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.5(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.1(AW); 4.2.6(OP); 5.1.1(AW); 7.1.1(AW); 7.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.1.6(AW); 7.2.1(OP)</p>	
13.	<p>Check that the Certificate Holder's GOM contains a general policy requiring that the detailed procedures to be used, by the personnel providing the contracted or purchased line station support, be provided.</p> <p><i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.5(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.1(AW); 7.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.2.1(OP)</p>	
14.	<p>Check that the Certificate Holder's GOM contains instructions for passenger enplaning and deplaning.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.5(OP); 3.1.6(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.2.1(OP)</p>	
15.	<p>Check that the Certificate Holder's GOM contains instructions for the use of jetways, passenger boarding staffs, air stairs and other types of passenger boarding equipment.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.1.2(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.5(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.2.1(OP)</p>	
16.	<p>Check that the Certificate Holder's GOM contains instructions for protecting passengers from jet intake and blast, rotating and static propellers and rotors, ice on the ramp and boarding equipment, and tripping hazards.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.1.2(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.5(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
17.	<p>Check that the Certificate Holder's GOM contains instructions for prohibiting smoking in no-smoking areas.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW);</p>	

	7.1.3(OP); 7.2.1(OP)	
18.	<p>Check that the Certificate Holder's GOM contains instructions for handling intoxicated, hostile, or unruly persons.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.6(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
19.	<p>Check that the Certificate Holder's GOM contains instructions for handling and controlling carry-on baggage.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.5(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
20.	<p>Check that the Certificate Holder's GOM contains instructions for exit seating.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.6(OP); 3.1.13(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
21.	<p>Check that the Certificate Holder's GOM contains instructions for the maintenance and catering of aircraft, with passengers on board.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
22.	<p>Check that the Certificate Holder's GOM contains instructions for the maintenance and catering of aircraft, without passengers on board.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
23.	<p>Check that the Certificate Holder's GOM contains instructions for fueling aircraft with passengers on board, including any requirements for crewmembers to be on board during fueling.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.16(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
24.	<p>Check that the Certificate Holder's GOM contains instructions for fueling aircraft with passengers on board, including any prohibitions against positioning fuel trucks next to open exits with passengers on board.</p>	

	<p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.16(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.6(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
25.	<p>Check that the Certificate Holder's GOM contains instructions for fueling aircraft without passengers on board, including any requirements for crewmembers to be on board during fueling.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.16(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
26.	<p>Check that the Certificate Holder's GOM contains instructions for operating ground equipment including the capabilities and limitations of the equipment.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
27.	<p>Check that the Certificate Holder's GOM contains instructions for the training and qualification of persons before using ground equipment.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
28.	<p>Check that the Certificate Holder's GOM contains instructions for properly locating and stowing ground equipment.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
29.	<p>Check that the Certificate Holder's GOM contains instructions for the operation of aircraft cargo doors, baggage and cargo loading, closing and checking the security of doors.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.1.1(AW); 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.2(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	

	<p>30. Check that the Certificate Holder's GOM contains instructions for foreign object damage (FOD) control and periodically inspecting ramp areas.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>31. Check that the Certificate Holder's GOM contains instructions for adverse weather conditions such as thunderstorms, high winds, or low visibility.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>32. Check that the Certificate Holder's GOM contains instructions for the inspection and removal of frost.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>33. Check that the Certificate Holder's GOM contains instructions for the inspection and removal of ice.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>34. Check that the Certificate Holder's GOM contains instructions for the inspection and removal of snow.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>35. Check that the Certificate Holder's GOM contains instructions for the inspection and removal of standing water.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>36. Check that the Certificate Holder's GOM contains a general policy regarding hot and cold weather operations.</p> <p><i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004,</p>	
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	<p>para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
37.	<p>Check that the Certificate Holder's GOM contains a general policy that the definitions of signaling devices, signs, and ramp markings (such as taxi lines, stop lines, boundary and clearance lines) must be consistent in manuals applicable to crewmembers and ground handling personnel.</p> <p><i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
38.	<p>Check that the Certificate Holder's GOM contains instructions for engine start, pre-taxi pushback, powerback (if approved), taxi-out, taxi-in, and parking while in the ramp area.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
39.	<p>Check that the Certificate Holder's GOM contains instructions for the coordination of communication procedures for ground handling personnel and crewmembers, to include interphone terminology and hand signals used by ground handling personnel and crewmembers.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
40.	<p>Check that the Certificate Holder's GOM contains instructions requiring common terminology and hand signals for crewmembers and passenger handling agents.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.13(OP); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p>	
41.	<p>Check that the Certificate Holder's GOM and GMM (or appropriate user manuals) contain illustrations of standard hand signals and their meanings.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.7(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.2.1(OP)</p>	
42.	<p>Check that the Certificate Holder's manual contains a general policy</p>	

	<p>that the training and qualification requirements of personnel authorized to move aircraft on the ramp must be described in the appropriate manuals.</p> <p><i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
43.	<p>Check that the Certificate Holder's manual contains a general policy that the training and qualification requirements of personnel authorized to move aircraft on the airport must be described in the appropriate manuals.</p> <p><i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.3(OP); 3.1.13(OP); 4.2.1(AW); 4.2.3(OP); 4.2.6(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
44.	<p>Check that the Certificate Holder's GOM and GMM contain instructions to be used by crewmembers in case of emergency situations during line station operations.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
45.	<p>Check that the Certificate Holder's GOM and GMM contain instructions to be used by ground personnel in case of emergency situations during line station operations.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	
46.	<p>Check that the Certificate Holder's GOM and GMM contain line station emergency procedures specifying the duties and actions of appropriate personnel.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	

	<p>47. Check that the Certificate Holder's manual contains instructions for notification procedures and requirements. The notification procedures and requirements should contain specifications as to who will be notified, who will make the notification, how the notification should be made, and when it will be made for the various types of emergency situations that could occur at line stations. Usually this type of manual material should also include a quick reference telephone listing for obtaining firefighting and medical assistance, and for notifying appropriate company management, law enforcement officials, and FAA and NTSB officials.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>48. Check that the Certificate Holder's manual contains line station emergency procedures, which are published in a distinct section of the GOM or GMM so that they are easily accessible.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>49. Check that the Certificate Holder's manual contains emergency procedures and instructions for aircraft accidents and incidents.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>50. Check that the Certificate Holder's manual contains emergency procedures and instructions for ground personnel providing passenger lists to aid in handling passengers and accounting for all passengers immediately after a survivable type accident.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>51. Check that the Certificate Holder's manual contains emergency procedures and instructions for handling bomb threats, hijack procedures, and other types of security incidents.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p>	
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	<p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>52. Check that the Certificate Holder's manual contains emergency procedures and instructions for fuel spills and hazardous materials mishaps.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.5(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>53. Check that the Certificate Holder's manual contains emergency procedures and instructions for post-flight handling of passenger injury and illness.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>54. Check that the Certificate Holder's manual contains emergency procedures and instructions for occurrences involving passenger altercations and interference with crewmembers.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>55. Check that the Certificate Holder's manual contains emergency procedures and instructions for employee/passenger accidents and injuries.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p> <p>56. Check that the Certificate Holder's manual contains emergency procedures and instructions for adverse weather conditions such as tornadoes and hurricanes.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW);</p>	
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	<p>2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>57. Check that the Certificate Holder's manual contains emergency procedures and instructions for adverse conditions such as earthquakes.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>58. Check that the Certificate Holder's manual contains emergency procedures and instructions for emergency evacuation of aircraft while parked.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.6(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>59. Check that the Certificate Holder's manual contains emergency procedures and instructions for the flightcrew and flight attendants (F/A's) to conduct aircraft emergency evacuation while parked.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.6(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>60. Check that the Certificate Holder's manual contains emergency procedures and instructions for passenger egress procedures for crewmembers and other operations personnel while the aircraft is parked.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.6(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>61. Check that the Certificate Holder's manual contains emergency procedures and instructions that include the requirement that whenever passengers are on board the aircraft prior to airplane movement on the surface, at least one floor-level exit must be usable for the egress of passengers through normal means.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B)</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW);</p>	
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	<p>2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.6(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>62. Check that the Certificate Holder's manual contains emergency procedures and instructions that include the requirement that whenever passengers are on board the aircraft prior to airplane movement on the surface, at least one floor-level exit must be usable for the egress of passengers through emergency means.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.6(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>63. Check that the Certificate Holder's manual contains instructions for aircraft rescue and firefighting (ARFF) emergency notification procedures in the event of an emergency occurrence on the operator's aircraft while parked.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>64. Check that the Certificate Holder's manual contains instructions on whom to notify in the event of an emergency occurrence on the operator's aircraft while parked.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>65. Check that the Certificate Holder's manual contains instructions on the means of notification to be used in the event of an emergency occurrence on the operator's aircraft while parked.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>66. Check that the Certificate Holder's manual contains instructions specifying the persons by job title whom the operator determines shall implement notification procedures in the event of an emergency occurrence on the operator's aircraft while parked.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW);</p>	
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	<p>2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>67. Check that the Certificate Holder's manual contains instructions that in the event of other emergencies involving aircraft evacuation, while the aircraft is parked, and the crew has determined that all aircraft occupants have been evacuated, then the crewmember(s) designated by the operator should initiate the ARFF emergency notification procedures.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.13(OP); 3.2.1(OP); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.2.1(OP)</p> <p>68. Check that the Certificate Holder's GOM and GMM contains a general policy concerning the interrelationship between the operator's personnel and the personnel of organizations who provide contract services at line stations.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.5(OP); 3.1.6(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.1.2(AW); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.4(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.6(AW); 7.2.1(OP)</p> <p>69. Check that the Certificate Holder's GOM and GMM contain a general policy requiring contractor personnel to be trained on operator-specific procedures.</p> <p><i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.5(OP); 3.1.6(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.1.2(AW); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.4(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.6(AW); 7.2.1(OP)</p> <p>70. Check that the Certificate Holder's GOM and GMM contain instructions on the types of training to be given to contractor personnel.</p> <p><i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B</p> <p><i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.5(OP); 3.1.6(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.1.2(AW); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.4(AW); 7.1.1(AW); 7.1.3(AW);</p>	
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	<p>7.1.3(OP); 7.1.4(OP); 7.1.6(AW); 7.2.1(OP)</p> <p>71. Check that the Certificate Holder's GOM and GMM contain instructions on who is responsible for providing the training. <i>Sources:</i> 121.135(b)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B <i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.2(OP); 3.1.3(OP); 3.1.4(OP); 3.1.5(OP); 3.1.6(OP); 3.1.7(OP); 3.1.8(OP); 3.1.12(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 3.2.3(OP); 4.1.2(AW); 4.2.1(AW); 4.2.3(OP); 4.2.4(OP); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 5.1.2(AW); 5.1.3(AW); 5.1.4(AW); 7.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.6(AW); 7.2.1(OP)</p> <p>72. Check that the Certificate Holder's GOM contains clear instructions about the circumstances in which line station personnel are authorized to suspend or delay flight operations. <i>Sources:</i> 121.135(a)(1); FAA Order 8900.1, vol.03, ch.032, sec.004, para. 3-3212,B <i>Interfaces:</i> 1.3.7(AW); 1.3.14(AW); 1.3.16(AW); 1.3.18(AW); 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 2.1.3(AW); 2.1.3(OP); 2.1.4(AW); 2.1.4(OP); 2.1.5(AW); 2.1.5(OP); 3.1.1(OP); 3.1.3(OP); 3.1.4(OP); 3.1.7(OP); 3.1.13(OP); 3.2.1(OP); 3.2.2(OP); 4.2.1(AW); 4.2.5(OP); 4.2.6(OP); 4.2.11(OP); 5.1.1(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.1.6(AW); 7.2.1(OP)</p>	
2.	<p>Does the certificate holder's manual contain general policies for the Station Facilities process that comply with the SRRs? SRRs: 121.135(b)(1); 121.106</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	<p>Does the certificate holder's manual reference the appropriate Federal Aviation Regulations listed in the Supplemental Information section of this safety attribute inspection (SAI)? SRRs: 121.135(b)(3)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	<p>Does the certificate holder's manual contain the duties and responsibilities for personnel who will accomplish the Station Facilities process? SRRs: 121.135(b)(2) <i>Related Design JTIs:</i></p> <p>1. Check that the Certificate Holder's manual contains duties and responsibilities of appropriate members of the ground organization. <i>Sources:</i> 121.135(b)(2) <i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 4.2.6(OP); 5.1.1(AW)</p> <p>2. Check that the Certificate Holder's manual contains duties and responsibilities of management personnel. <i>Sources:</i> 121.135(b)(2) <i>Interfaces:</i> 2.1.1(AW); 2.1.1(OP); 2.1.2(AW); 2.1.2(OP); 3.1.13(OP); 4.2.6(OP); 5.1.1(AW); 7.1.1(AW); 7.1.2(AW); 7.1.3(AW); 7.1.3(OP); 7.1.4(OP); 7.1.5(OP); 7.2.1(OP)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	<p>Does the certificate holder's manual include instructions and information for personnel to meet the requirements of the Station Facilities process? SRRs: 121.135(a)(1)</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI Section 1 - Procedures Attribute Drop-Down Menu	
1.	No procedures, policy, instructions or information specified.
2.	Procedures or instructions and information do not identify (who, what, when, where, how).
3.	Procedures, policy or instructions and information do not comply with CFR.
4.	Procedures, policy or instructions and information do not comply with FAA policy and guidance.
5.	Procedures, policy or instructions and information do not comply with other documentation (e.g., manufacturer's data, Jeppesen's Charts, etc.).
6.	Procedures, policy or instructions and information unclear or incomplete.
7.	Documentation quality (e.g., unreadable or illegible).
8.	Procedures, policy or instructions and information inconsistent across Certificate Holder manuals (FOM - Flight Operations Manual to GMM - General Maintenance Manual, etc.).
9.	Procedures, policy or instructions and information inconsistent across media (e.g., paper, microfiche, electronic).
10.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
11.	Other.

SAI Section 2 - Controls Attribute

Objective: Controls are checks and restraints designed into a process to ensure a desired result. The questions in this section of the DCT are designed to assist the inspector in determining if checks and restraints are designed into the process to ensure the desired result is achieved. Controls should be written into the system to ensure that the most important policies, procedures, or instructions and information will be followed.

Controls may be in the form of administrative controls, which are secondary or supplemental written procedures. Like written procedures, administrative controls also need to provide answers to questions regarding who, what, when, where, and how. Controls may also be in the form of engineered controls, such as automated features or mechanical actions or devices (i.e., safety devices, warning devices, etc.).

Tasks

To meet this objective, the inspector must accomplish the following tasks:

1. Review the control questions below.
2. Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the controls that it has documented.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Are the following controls built into the Station Facilities process:	
1.1.	Is there a control or controls in place to ensure that the Station Facilities equipment is adequate for the operation?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Is there a control or controls in place to ensure that the passenger handling/control at the station/ramp facilities is adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.3.	Is there a control or controls in place to ensure that aircraft are properly loaded?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4.	Is there a control or controls in place to ensure that the procedures/instructions for Station Facilities operations are adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.	Is there a control or controls in place to ensure that the procedures/instructions for Station Facilities equipment are adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.6.	Is there a control or controls in place to ensure that the station staffing is adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.	Is there a control or controls in place to ensure that station personnel are properly trained?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.8.	Is there a control or controls in place to ensure that the certificate holder's station personnel suspend operations when operations are found to be unsatisfactory?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.9.	Is there a control or controls in place to ensure that aircraft servicing is	<input type="checkbox"/> Yes

	adequate and safely accomplished?	<input type="checkbox"/> No, Explain
1.10.	Is there a control or controls in place to ensure that the station personnel handle unairworthy aircraft properly?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.11.	Is there a control or controls in place to ensure that the station airport conditions are adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.	Is there a control or controls in place to ensure that the station reports hazards to the certificate holder?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.13.	Is there a control or controls in place to ensure that stations properly handle mislabeled or unlabeled hazardous material (hazmat)?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.14.	Is there a control or controls in place to ensure that Station Facility manuals are adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.15.	Is there a control or controls in place to ensure that Station Facility records are complete?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.16.	Is there a control or controls in place to ensure that aircraft equipment is properly handled and in good repair?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.17.	Is there a control or controls in place to ensure that baggage is handled/loaded safely?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.18.	Is there a control or controls in place to ensure that cargo is handled/loaded safely?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.19.	Is there a control or controls in place to ensure that aircraft are safely handled?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.20.	Is there a control or controls in place to ensure that emergency procedures are properly complied with?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.21.	Is there a control or controls in place to ensure that operations at Station Facilities during adverse weather conditions are safely conducted?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.22.	Is there a control or controls in place to ensure that contract personnel are knowledgeable in the application of the certificate holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the certificate holder have a documented method for assessing the impact of any changes made to the controls in the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI Section 2 - Controls Attribute Drop-Down Menu	
1.	No controls specified.
2.	Documentation for the controls do not identify (who, what, when, where, how).
3.	Controls incomplete.
4.	Controls could be circumvented.
5.	Controls could be unenforceable.
6.	Resource requirements incomplete (personnel, facilities, equipment, technical data).
7.	Other.

SAI Section 3 - Process Measurement Attribute

Objective: Process measurements are used by the certificate holder to measure and assess its processes, to identify and correct problems or potential problems, and to make improvements to the processes. The questions in this section of the DCT are designed to assist the inspector in determining if the certificate holder measures or assesses information to identify, analyze, and document potential problems with the process. Process measurements are a certificate holder's internal evaluation or auditing of the most important policies, procedures, or instructions and information associated with an element.

To prevent the duplication of work, process measurements are most commonly addressed through a combination of auditing features contained in both the certificate holder's safety program/internal evaluation program (for operations and cabin safety-related issues) and the auditing function of the Continuous Analysis and Surveillance System (for airworthiness or maintenance/inspection-related issues). The director of safety and the quality assurance department often work together to accomplish this function for the certificate holder. This approach requires amendment of the safety program/internal evaluation program audit forms or checklists and the Continuous Analysis and Surveillance System audit forms or checklists to include the specific process measurements for each element.

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the process measurement questions below.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the process measurements that it has documented.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder's Station Facilities process include the following process measurements:	
1.1.	Is there a process measurement or process measurements that would identify if Station Facilities equipment is not adequate for the operation?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.2.	Is there a process measurement or process measurements that would identify if the passenger handling/control at the station/ramp facilities is not adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.3.	Is there a process measurement or process measurements that would identify if aircraft were not properly loaded?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.4.	Is there a process measurement or process measurements that would identify if the procedures/instructions for Station Facilities operations were not adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.5.	Is there a process measurement or process measurements that would identify if the procedures/instructions for Station Facilities equipment were not adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

1.6.	Is there a process measurement or process measurements that would identify if the station staffing was not adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.7.	Is there a process measurement or process measurements that would identify if station personnel were not properly trained?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.8.	Is there a process measurement or process measurements that would identify if the certificate holder's station personnel did not suspend operations when operations were found to be unsatisfactory?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.9.	Is there a process measurement or process measurements that would identify if aircraft servicing was not adequate or safely accomplished?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.10.	Is there a process measurement or process measurements that would identify if the station did not handle unairworthy aircraft properly?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.11.	Is there a process measurement or process measurements that would identify if the station airport conditions were not adequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.12.	Is there a process measurement or process measurements that would identify if the station fails to report hazards to the certificate holder?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.13.	Is there a process measurement or process measurements that would identify if a station does not properly handle mislabeled or unlabeled hazardous material (hazmat)?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.14.	Is there a process measurement or process measurements that would identify if Station Facilities manuals were inadequate?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.15.	Is there a process measurement or process measurements that would identify if Station Facilities records were not complete?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.16.	Is there a process measurement or process measurements that would identify if aircraft equipment was not properly handled or not in good repair?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.17.	Is there a process measurement or process measurements that would identify if baggage was not handled/loaded safely?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
1.18.	Is there a process measurement or process measurements that would identify if cargo was not handled/loaded safely?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.19.	Is there a process measurement or process measurements that would identify if aircraft were not safely handled?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.20.	Is there a process measurement or process measurements that would identify if emergency procedures were not properly complied with?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.21.	Is there a process measurement or process measurements that would identify if operations at Station Facilities during adverse weather conditions were not safely conducted?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
1.22.	Is there a process measurement or process measurements that would identify if contract personnel were not knowledgeable in the application of the certificate holder's procedures?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Is there a process measurement or process measurements that would reveal if the certificate holder's policy, procedures, instructions, and information were not followed?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
3.	Does the certificate holder document its process measurement results?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder use its process measurement results to improve its programs?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

5.	Does the organization that conducts the process measurements have direct access to the person with responsibility for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
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SAI Section 3 - Process Measurement Attribute Drop-Down Menu	
1.	No process measurements specified.
2.	Documentation for the process measurements does not identify (who, what, when, where, how).
3.	Inability to identify negative findings.
4.	No provisions for implementing corrective actions.
5.	Ineffective follow-up to determine effectiveness of corrective actions.
6.	Resources requirements (personnel, facilities, equipment, technical data).
7.	Other.

SAI Section 4 - Interfaces Attribute

Objective: Interfaces are used by the certificate holder to identify and manage the interactions between processes. The questions in this section of the DCT are designed to assist the inspector in determining whether or not interactions between the policies, procedures, or instructions and information associated with other independent processes within the certificate holder's organization are documented. Written policies, procedures, or instructions and information that are interrelated and located in different areas within the certificate holder's system must be consistent and complement each other. For the interfaces to be effectively managed, the certificate holder's system should identify and document the interfaces.

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Review the interfaces associated with the Station Facilities process that have been identified along with the individual questions in section 1, Procedures, of this DCT.
2.	Review the certificate holder's policies, procedures, instructions, and information to gain an understanding of the interfaces that it has documented.

Questions

	To meet this objective, the inspector must answer the following questions:	
	NOTE: The design job task items (JTIs) displayed with the questions in section 1, Procedures, of this DCT identify potential interfaces (by element number) for this element.	
1.	Does the certificate holder system properly address the interfaces that are identified along with the questions in section 1, Procedures, of this DCT?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
2.	Does the certificate holder document a method for assessing the impact of any changes to the associated interfaces within the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI Section 4 - Interfaces Attribute Drop-Down Menu	
1.	No interfaces specified.
2.	The following interfaces not identified within the Certificate Holder's manual system:
3.	Interfaces listed are inaccurate.
4.	Specific location of interfaces not identified within the manual system.
5.	Other

SAI Section 5 - Management Responsibility & Authority Attributes

Objective: The questions in this section address the authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

Tasks

	To meet this objective, the inspector must accomplish the following tasks:
1.	Identify the person who has overall responsibility for the Station Facilities process.
2.	Identify the person who has overall authority for the Station Facilities process.
3.	Review the duties and responsibilities of the person(s) documented in the certificate holder's manual.
4.	Review the appropriate organizational chart.

Questions

	To meet this objective, the inspector must answer the following questions:	
1.	Does the certificate holder clearly identify who is responsible for the quality of the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
2.	Does the certificate holder clearly identify who has authority to establish and modify the policies, procedures, instructions, and information for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title:
3.	Does the certificate holder's manual include the duties and responsibilities of those who manage the work required by the Station Facilities process? SRRs: 121.135(b)(2)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
4.	Does the certificate holder's manual include instructions and information for those who manage the work required by the Station Facilities process? SRRs: 121.135(a)(1)	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
5.	Does the certificate holder clearly and completely document the responsibility for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
6.	Does the certificate holder clearly and completely document the authority for this position?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
7.	Does the certificate holder clearly and completely document its qualification standards for the person having responsibility for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
8.	Does the certificate holder clearly and completely document its qualification standards for the person having authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
9.	Does the certificate holder clearly and completely document the procedures for delegation of authority for the Station Facilities process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

SAI Section 5 - Management Responsibility & Authority Attributes Drop-Down Menu	
1.	Not documented.
2.	Documentation unclear.
3.	Documentation incomplete.
4.	Other.